

Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities:
Investment Auto Submission Date: 2012-02-28
Date of Last Investment Detail Update: 2012-02-28
Date of Last Exhibit 300A Update: 2012-07-23
Date of Last Revision: 2012-04-26

Agency: 009 - Department of Health and Human Services
Medicaid Services

Bureau: 38 - Centers for Medicare and

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: CMS Beneficiary e-Services

2. Unique Investment Identifier (UII): 009-000001474

Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

The core objective of Beneficiary e-Services is to create a virtual enterprise-wide multi-contact channel for handling beneficiaries' inquiries that maximizes resources & service effectiveness across all systems. E-Services modernize & improve CMS customer service through one-stop service by employing industry best practices in Customer Relationship Management. The result promotes access to quality health care and provides premier customer services to our special needs & elderly population. This supports the promotion of open government and empowers our customers. Contact Center technology uses a single toll free # to connect callers to an Interactive Voice Response system (IVR), improving beneficiaries' ability to get information when & how they need it. The IVR will provide automated self-service information & transactions to callers. Based on selections made, callers will be routed to the next available, best qualified Agent using Intelligent Call Routing (ICR) software. The Next Generation Desktop (NGD) application accesses CMS data systems to answer Medicare inquiries on enrollment, claims, health care options, preventive services & prescription drug benefits; the NGD integration layer is also used by the IVR and MyMedicare.gov beneficiary portal to access data from a variety of CMS mainframe shared systems thus achieving cost efficiencies, improved manageability, data consistency & reduced systems development times & improved network security. This investment comprises

the IT supporting 1-800 MEDICARE. Data from the various contact channels is stored in a data warehouse & will be leveraged to offer improved services to callers. The www.medicare.gov & www.cms.gov websites offer 1-stop shopping to beneficiaries, providers & CMS partners. www.medicare.gov has interactive tools on Medicare Plan Finder, Nursing Home & Hospital Compare & other tools. MyMedicare.gov beneficiary portal is a part of www.medicare.gov & allows users to log in & have access to personalized information such as enrollment, preventive services, claims, prescription drugs. www.cms.gov is the official Agency website targeted to healthcare professionals, policy makers, researchers, & the media.

2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.

This investment supports the Federal Health IT Policy Principle 1.2, Promote Open Government. Relative to the Health Domain it aligns with the Health Care Administration (FEA BRM Sub-function 247) and consumer empowerment (FEA Segment Architecture 402). The Beneficiary eServices investment provides the Information Technology components necessary to support Contact Center Operations, the Agency's public websites (including www.Medicare.gov and www.CMS.gov) and the beneficiary web portal (MyMedicare.gov). The CMS web program, including CMS.gov and Medicare.gov, handled over 1 billion page views in CY11. The public websites are the Agency's primary information distribution and customer service channel. A failure to fully fund these websites would result in significant increases in other customer service channels, including 1-800-MEDICARE call volumes, increased email & written correspondence, and increased FOIA requests. In addition, the Beneficiary eServices investment provides the Customer Relationship Management Tool necessary for the Customer Service Representatives to handle millions of beneficiary inquiries. The Integrated Voice Response solution for 1-800-MEDICARE also relies on the Integration Layer which is also funded by the Beneficiary eServices investment. Any reduction in funding to Beneficiary eServices would result in significant cost impacts to other funding areas to accommodate the increased call volume and the development of another mechanism to provide the information currently provided to a growing beneficiary population.

3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.

The Beneficiary eServices investment refreshed WebChat, which provides beneficiaries with technical assistance with utilizing MyMedicare.gov, as well as provides claim and other information to reduce call volume. The investment also refreshed Task UI for Medicare Secondary Payer questions. The Web program accomplishments included refreshment of the Medicare.gov website. This includes the Medicare Plan Finder, a tool which provided the separate Medicare Options Compare and Medicare Prescription Drug Plan Finder. For CMS.gov, the Medicare Coverage Database (MCD), the most visited application on the website, was also refreshed. In addition, the investment refreshed the On The Go report and Blue Button capability in MyMedicare.gov.

4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).

Planned accomplishments include the patching of firmware, database, web server, and application server software to maintain system confidentiality, integrity, and availability to maintain the Authority to Operate for each respective accredited system. The contingency plan for the Next Generation Desktop will be tested by running production load against the Mirrorsite contingency environment per the annual requirement. Processes and procedures will be reviewed to further leverage the web content management system (WCMS). Additional planned accomplishments include the continued auto registration of beneficiaries for the MyMedicare.gov Portal, and the configuration of existing Task UI functionality in Next Generation Desktop (NGD) to respond to trends in beneficiary interactions.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2011-09-02

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.0	\$0.0	\$0.0	\$0.0
DME (Excluding Planning) Costs:	\$0.0	\$0.0	\$0.0	\$0.0
DME (Including Planning) Govt. FTEs:	\$0.0	\$0.0	\$0.0	\$0.0
Sub-Total DME (Including Govt. FTE):	0	0	0	0
O & M Costs:	\$182.9	\$56.8	\$57.8	\$70.1
O & M Govt. FTEs:	\$11.7	\$4.1	\$4.1	\$4.2
Sub-Total O & M Costs (Including Govt. FTE):	\$194.6	\$60.9	\$61.9	\$74.3
Total Cost (Including Govt. FTE):	\$194.6	\$60.9	\$61.9	\$74.3
Total Govt. FTE costs:	\$11.7	\$4.1	\$4.1	\$4.2
# of FTE rep by costs:	96	32	32	32
Total change from prior year final President's Budget (\$)		\$-8.9	\$-20.0	
Total change from prior year final President's Budget (%)		-12.74%	-24.45%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Funding levels have been reduced due to CMS enterprise funding limitations.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	7530	HHSM5000003	HHSM50020060002I	7530							
Awarded	7530	HHSM500200600024I									
Awarded	7530	HHSM500200600023I									
Awarded	7530	HHSM500200800037C									
Awarded	7530	HHSM500T0004	HSSM500200700015I	7530							
Awarded	7530	HHSM500200800399G	GS06F0543Z	7530							

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

HHSM-500-2008-00037C IV&V was a Fixed Price contract for IV&V services - the contract predates OMB and department policy and guidance and was replaced with a SBA 8A set aside contract. HHSM 500-2006-0032U - SBA 8A set aside contract falls below OMB's threshold for EVM and would place unnecessary burden on small business contractors (the 8a SBA set asides are GWAC Vets contracts). This portfolio of projects consists of mostly O&M tasks. The VCS 8a contracts are time & materials contracts that are services only – no development work will occur and thus EVM will not be included in the contract as there are no development deliverables requirements.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities:

Section B: Project Execution Data

Table II.B.1 Projects					
Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
NONE					

Activity Summary								
Roll-up of Information Provided in Lowest Level Child Activities								
Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M)	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
NONE								

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
NONE								

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Customer Survey -- Percent of beneficiaries indicating satisfactory service as reported through the Interactive Voice Response survey	Percent	Customer Results - Service Quality	Over target	90.000000	90.000000		90.500000	Monthly
CSR Scorecard -- Percent of customers satisfied with interaction time when applying quality call monitoring (QCM) methodology for scoring telephone and Web Chat interactions	Percent	Customer Results - Timeliness and Responsiveness	Over target	90.000000	90.000000		90.500000	Quarterly
System Uptime -- Percent of time the Next Generation Desktop application is available excluding planned maintenance activities	Percent	Technology - Reliability and Availability	Over target	99.500000	99.500000		99.600000	Quarterly
Portal Auto Registration -- Number of newly eligible beneficiaries registering with a MyMedicare.gov user account as determined by the processing of batch files	Number	Technology - Information and Data	Over target	200000.000000	200000.000000		220000.000000	Monthly
Issue Resolution within SLA -- Percent of service impacting issues resolved with	Percent	Technology - Reliability and Availability	Over target	99.000000	99.000000		99.250000	Quarterly

Table II.C.1 Performance Metrics								
Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
infrastructure components of the Next Generation Desktop (NGD) within the SLA's as specified in the NGD SOW								